CAMPING ★★★★
LA PRESQU'ÎLE DE GIENS

Terms & Conditions for mobile homes, chalets and lodges

All rentals are name-specific and are not under any circumstances transferable.
Only persons shown on the contract are permitted to stay at the campsite.

A booking is confirmed upon receipt of a duly completed booking contract, along with payment of a 25% deposit and a €20 booking fee. It is your responsibility to verify the accuracy of the information you have provided (dates of stay, options, full contact details, the full names and dates of birth of all participants and ensuring the number of occupants does not exceed the capacity of the booked accommodation) and to notify us of any errors as soon as possible. Any booking made via the campsite's website constitutes a distance contract between the client and the campsite. **By booking a stay, you agree to be fully bound by our booking terms and conditions.**

• **Accommodation capacity:**

Additional guests, as well as minors not accompanied by a parent or legal guardian, cannot be accommodated. The stated capacity refers to the total number of occupants, including adults, children, and infants:

- Maximum 3 people in the MIDI mobile home (**including 1 sleeping space for a maximum weight of 40 kg**);
- Maximum 4 people in the CABANES TOILÉES (canvas-walled cabins) and the LOGGIA, ESTÉREL, GRAND ALIZÉ, HÉLIOS, and OCÉANE SPA mobile homes;
- Maximum 5 people in the RIVIERA mobile home (**including 1 sleeping space for a maximum weight of 40 kg**);
- Maximum 6 people in the PACIFIC chalet and the PROVENCE mobile home.

• **Our establishment uses dynamic pricing:**

- Rental rates may vary based on the booking date and are subject to change throughout the season—increasing or decreasing accordingly. To confirm the current, accurate price, please check our website or contact us directly by phone.
- The rate applicable to your stay is the rate in effect on the day the booking is made. The same applies in the event of any subsequent extension of your stay (subject to availability).
- Ongoing promotions always apply to the rate in effect on the day of booking, excluding optional extras (bed linen, towels, etc.); they cannot be combined.
- Any limited-time promotions introduced after a booking has been made are not retroactive and, consequently, cannot give rise to any refund for a difference in price.

• The balance due for your stay is payable 30 days before your arrival and includes the tourist tax for all persons aged 18 and over.
WARNING: after the 30-day deadline, the reservation will be considered as cancelled, and the accommodation will be returned for sale. All the amounts already paid will be retained as termination indemnity.

• **Reservation less than 30 days before arrival:** the total amount of the stay (including administration fees and tourist taxes) will be requested by credit card at the time of reservation.

• Administrative fees are €20 and are non-refundable.

• **Arrivals are from 4.30 p.m. and before 8 p.m**. You location will be reserved for 24 hours after the scheduled arrival date. After this deadline and if no news is received from you, your booking will be automatically cancelled. Please contact us in the event of a late arrival.

• **Departures from 8 a.m. and before 10 a.m.**, a cleaning checkout will be done by the campsite staff.

• During low season, nightly rental is possible (minimum 2 nights). **Contact us**.

• **For obvious management reasons, the allocation of a specific accommodation number is not guaranteed. We always do our best to meet all requirements (groups, families, medical constraints, etc.).**

• Each rental unit comes with one parking space, with the exception of PACIFIC chalets and PROVENCE mobile homes, which each have two spaces.

• **Smoking is strictly forbidden in all mobile homes, chalets and canvas lodges.**

• Items such as bed linen, towels, or baby equipment may be rented, subject to availability; **requests must be made at least 30 days prior to arrival.** An additional charge will apply if items are returned in poor condition.

• **Upon arrival (or before, via the Swikly application), a total deposit of €300 per accommodation (500€ for Océane Spa) is required (bank cards are accepted, except Amex (NB: cash deposits are not accepted). This will be returned on the day of departure if the rental is returned in a perfectly clean condition and no damage has been noted after the inventory. Cleaning fees may be deducted from the deposit if this has**

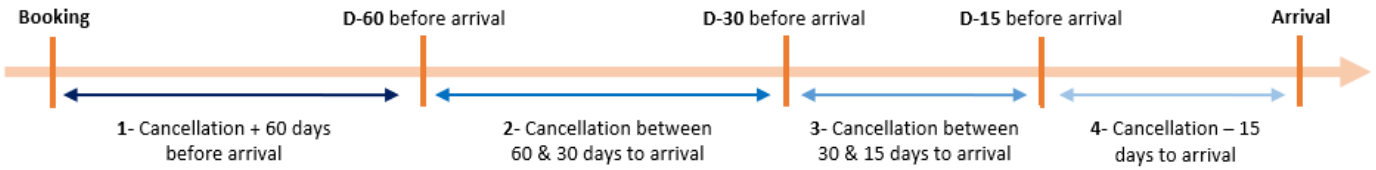
not been carried out at the end of the stay, namely €100 per accommodation (or €200 for the RIVIERA, PACIFIC, PROVENCE and OCEANE SPA categories). If damage is noted, the amount will be deducted from the deposit if it does not exceed €300, or the actual amount, in all cases after receipt of a supplier quote made available to the customer.

• No boat trailer or additional vehicle (paid options) will be accepted without prior agreement from Management.

MODIFICATION, CANCELLATION AND REFUND OF YOUR STAY:

Modification of your reservation: A request for modification of the stay (dates, type of accommodation) can be made to the campsite (by mail or e-mail), as far as availabilities. No postponement will be accepted for the following season. If no changes are made, the client must make his stay in the initial booking conditions.
Any request for extension of stay or change of category of rental will be made according to availability and according to the current rates.
Any request for change of stay occurring 15 days before the date of arrival will not be accepted.

Cancellation by the customer:



1- Cancellation occurring more than 60 days before the date of arrival: the entire deposit will be refunded. A compensation of € 20 will be retained as a cancellation fee.
2- Cancellation occurring between 60 and 30 days before the date of arrival: the entire deposit will be kept as a cancellation fee.
3- Cancellation occurring between 30 and 15 days before the date of arrival: 50% of the total price of the stay will be retained as a cancellation fee.
4- Cancellation occurring less than 15 days before the date of arrival: the total amount of the stay will be retained as a cancellation fee.

You have the option to purchase cancellation insurance (*Campez Couvert by Gritchen*), which costs 3,5% of the total price of your stay. This insurance is optional and must be purchased at the time of booking.

Part of the amount paid (excluding booking fees and the cost of the insurance) will be refunded according to the conditions outlined above and detailed in the insurer's information document sent with your booking confirmation (downloadable from the website and in the online booking process).

In case of cancellation:
- Please notify the campsite as soon as possible by email or mail;
- **If you have purchased insurance and your cancellation occurs less than 60 days before your scheduled arrival date**, you must also notify the insurer (Gritchen) of your cancellation, who will then process your claim.

Interruption of stay: An interrupted stay or a late arrival due to the client will not give rise to any credit or refund except in the case of subscription to cancellation insurance.

Cancellation due to the campsite: in case of cancellation due to the campsite, except in case of force majeure, the stay will be refunded in full. Such cancellation shall not give rise to any payment of damages.

INTERNAL RULES
Extract (*the internal regulations, available on request, are displayed in the campsite; it is up to the customer to read them and respect them*):

• Bracelet must be worn for the duration of the stay
• Only electric barbecues are allowed. Charcoal or gas barbecues are prohibited.
• Guests who do not spend the night will be charged a daily fee (refer to current rates); access to the pool is not allowed.
• 1 animal maximum per accommodation (maximum weight 20 kg; 2 animals are authorized if their combined weight does not exceed 20 kg, please contact us, if necessary, paid option for each animal). Please note that pets are not permitted in OCEANE SPA mobile homes; they are also prohibited on beaches. Furthermore, it is strongly advised not to leave your pet unattended in your accommodation.

• Table of seniority of rental accommodation:

Category	Year of installation
Canvas Lodge	2017
Mobile home MIDI	2017 to 2024
Mobile home LOGGIA	2015 to 2024
Mobile home GRAND ALIZÉ	2017 to 2022

Mobile home ESTEREL	2023 to 2024
Mobile home HELIOS	2025
Mobile home RIVIERA	2022 to 2024
Chalet PACIFIC	Complete renovation in 2025
Mobile home PROVENCE	2025
Mobile home OCEANE SPA	2026

• Access to the water park is strictly reserved for campsite clients. Visitors do not have access to the pool area.

• The wearing of the bracelet is mandatory, as well as an outfit suitable for swimming (swimsuit type slip or boxer for men and bikini or one-piece swimsuit for women). For reasons of hygiene, the wearing of swim shorts, burkini or diving suit is not allowed. Only anti UV t-shirts are accepted.

• The water park area is unguarded. Access to the pool is prohibited for children under 14 years of age without an adult.

• Internal pool rules and slide rules (*e.g., minimum size 1.20m*) are posted within the water park; customers will have to comply with them (Internal pool rules available on the website).

Right to retract

Activities related to the organization and sale of stays or excursions on a specific date or during a specified period are not subject to the withdrawal period applicable to distance and off-premises sales, in accordance with the provisions of the article L221-28 of the Consumer Code.

Protection of personal data

The service provider, editor of these, implements personal data processing which has the legal basis:

- its legitimate interest (prospecting, customer relationship management, organization, statistics);
- compliance with legal and regulatory obligations (invoicing, accounting, prevention of money laundering and terrorist financing and the fight against corruption).

The service provider only keeps the data for the duration necessary for the operations for which they were collected as well as in compliance with the regulations in force. The data processed is intended for the service provider's authorized persons.
Under the conditions defined by the Data Protection Act and the European Data Protection Regulation (GDPR), individuals have a right of access to data concerning them, rectification, interrogation, limitation, portability, erasure.

The persons concerned by the processing implemented also have the right to object at any time, for reasons relating to their particular situation, to the processing of personal data having as a legal basis the legitimate interest of the service provider, as well as a right of opposition to commercial prospecting.

They also have the right to define general and specific directives defining the way in which they intend to exercise, after their death, the rights mentioned above, by e-mail to the address info@camping-giens.com, or by postal mail accompanied by a copy of a signed identity document, to the following address: SAS ELC Camping La Presqu'île de Giens, 153 route de la Madrague – F-83400 HYERES.
The persons concerned have the right to lodge a complaint with the CNIL.

Opposition to cold calling

In accordance with Article L. 223-2 of the Consumer Code, the customer has the right to register on a list of opposition to cold calling. To do this, simply register and report it on https://www.bloctel.gouv.fr.

Applicable law – Language

These General Terms and Conditions of Sale (drafted in French) and the resulting operations are governed by and subject to French law. In the event that they are translated into one or more foreign languages, only the French text shall prevail in the event of a dispute.

Consumer mediation

In the event of a dispute between the client and the company, they will endeavor to resolve it amicably (the client will send a written complaint to the professional or, where applicable, to the professional's Customer Relations Department).

In the absence of an amicable agreement or in the absence of a response from the professional within a reasonable period of one (1) month, the consumer client within the meaning of article L.133-4 of the Consumer Code has the possibility of enter free of charge, if a disagreement remains, the competent mediator registered on the list of mediators drawn up by the Commission for the evaluation and control of consumer mediation pursuant to article L.615-1 of the Consumer Code, to know:

La Société Médiation Professionnelle
24, rue Albert de Mun – F-33000 BORDEAUX
www.mediateur-consommation-smp.fr
French law is the only applicable to this contract.

The manager also informs the customer of the measures taken to implement article 14 of regulation (EU) n° 524/2013 of the European Parliament and of the Council of 21 May 2013 relating to the online settlement of consumer disputes and amending the Regulation (EEC) No. 2006/2004 and Directive No. 2009/22/EC (Regulation on ODR).
https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home2.show&lng=EN

Right to image

During your stay at our establishment, you and all participants in the stay are likely to be photographed or filmed by a staff member or by an external service provider mandated by our services. The sole purpose of this approach is to ensure the promotion and animation of our establishments and will in no way damage your reputation.

You can report your objection to the distribution of your image in writing, upon your arrival, to the Reception. Otherwise, the photos or films are deemed free of right for any country at the signing of the rental contract, and may be used for commercial or advertising purposes, especially on the websites of Vacances Giens Group, social networks (including Facebook and Instagram), as well as any other communication medium used by our services (travel guides, partner sites, ad portals, etc.).

Video surveillance

In order to ensure the safety of property and people, the establishment is placed under video surveillance. The images (kept for 30 days) can be viewed, in the event of an incident, by authorized personnel and by law enforcement.
In accordance with the European Data Protection Regulation (GDPR) and legal texts, you have the possibility of obtaining information on this device, or of exercising your Data Protection rights, in particular your right of access to images which concern you, by contacting the Management (refer to the obligatory display visible within the establishment).